

**Job Title: Customer Relations Assistant**

**Purpose:**

**Act as first point of contact for all written and verbal enquiries on behalf of Nexus, providing excellent customer service and support. Produce all smartcards, while providing assistance to customers as required**



## **Person Specification**

**Date:**

### **ESSENTIAL**

### **EDUCATION**

Educated to NVQ level 2 or equivalent, or GCSE (*grades 4–9/A–C level*) Maths and English

### **SPECIFIC KNOWLEDGE**

Good working knowledge of public transport network and ticketing schemes.

Excellent communication skills, including verbal, telephone and written.

Experienced and proficient in working with a diverse range of IT systems

Good organisational skills with the ability to work independently to manage a varied workload, meet deadlines and maintain a high level of attention to detail.

Strong administrative skills, with the ability to accurately maintain customer records, process enquiries, manage documentation and prioritise tasks while delivering a high standard of customer service.

### **EXPERIENCE**

Demonstrable experience of working in an office-based environment

Experience dealing with customer enquiries through a range of communication methods, including face-to-face, written and telephone interactions.